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To: • M. E. Szymanczyk  
From: • L. M. Cummings *LMC*  
Subject: • Records Management Program

Date: September 5, 1991

Following is the monthly status report of the Records Management Program implementation in the Tobacco Sales Force.

After thirteen months, the Section Offices reported 78% completion of the classifying, labeling and inventorying phase of the Records Management Program, and the Region Offices reported 29% completion during the fifth month. No progress was reported from 65% of the Section Offices and 75% of the Region Offices during this reporting period. Overall, both the Section and the Region Offices increased 3% on the current phase of the Records Management Program implementation since the last status report.

In tracking the progress of program implementation in the TSF, it has been determined that eight field offices, each of which are below average on the current phase of program implementation, have made little or no progress during the past four months. These offices have been highlighted on your copy of this report (Attachment #1). I would be extremely grateful if you could assist in getting this project moving again in those areas.

On August 13, 1991, a Records Management review was conducted at Section Office 43 in Chicago. During this visit, it was discovered that the files in their Section Office had not been inventoried. Subsequently, their staff was trained on the procedures for completing the inventory phase of the program. I would like to thank Mr. Russell for affording us the opportunity to review the implementation progress in his Section Office.

Training on the final phase of the Records Management Program began this month in Richmond for the departments that have completed the preliminary program implementation requirements. Approximately seventy-five employees in TTG, Leaf, Science and Technology, Manufacturing and Employee Relations have been trained to date. The TSF Field Offices are tentatively scheduled to receive this training beginning the week of October 21, 1991 and ending during the week of November 18, 1991. Counsel and I feel there should be 5 training sessions; one to be conducted in each Region Office. At least one employee from each Section Office should also attend the training session presented in their Region.

During this training, we will distribute the diskettes that have been created to capture the inventory of records maintained in the TSF Field Offices. A demonstration of installing this software on an IBM personal computer and entering inventory data will be conducted. We will also review the "Inventory, Disposal, Transfer and Retrieval Procedures" that were issued last October. The appropriate Sales Force personnel and their management will be notified 2 weeks in advance of their scheduled training session.

"ONLY BEING THE BEST WILL KEEP US FIRST"

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Audit procedures were sent to the PM USA Legal Department and outside counsel for review and approval on September 4, 1991. These procedures outline the objectives of a Records Management Program compliance review as well as the steps for determining if the Records Management Program requirements are being fulfilled. Management notification, reporting requirements and audit frequencies have also been addressed. It was recommended that all PM USA departments be audited each five years. Hopefully, the Legal Department and counsel will feel that this is sufficient. I will let you know when these procedures have been approved.

To date, over 85% of the Field Offices have transferred inactive records to the PM USA Records Center in Richmond. While the volume of records transferred to date total over 2 million records, I am concerned that not all files are being addressed during the transfer phase. As illustrated by Attachment #2, less than 20% of the record categories have been transferred from the Field Offices. Soon, I also plan to report on the percent of categories disposed according to the approved TSF records retention schedules. This information will be included in future reports to assist you in monitoring the progress of the Records Management Program implementation.

The PM USA Records Management Manual has recently undergone additional revisions. Counsel advises me that the most important changes deal with the disposition of "copies" and "drafts" and the rerouting of records that are under disposal suspension. Until the manual is released, it is advised that no records under disposal suspension be discarded. I would also like to again remind everyone to check appendix B of the current manual before disposing of company records.

Finally, I would like to again thank the TSF Records Coordinators for their continuing efforts on the implementation of this important program. If you have questions or want more information, please let me know.

#### Attachments

#### c: Section and Region Office Records Coordinators

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